

Emergency Shelter and Homeless Coordination Commission



ANNUAL REPORT

**New Hampshire Department of Health and Human Services
Office of Homeless, Housing and Transportation Services**

July 2004 – June 2005

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Stories and photos appearing in this report are courtesy of Mary Auer from Harbor Homes, Julie Hebert from Women's Supportive Service, Michelle Petersen from Families in Transition, Robert Sparks from the Office of Homeless, Housing and Transportation Services, and Barry Quimby from Center for Life Management.

Special thanks to Roger Beauchamp from Belknap-Merrimack CAP, Kathleen Desmarais from the Department of Health and Human Services, Office of Government Affairs and Public Relations, the Department of Education, New Hampshire Housing, and Technical Assistance Collaborative, Inc.

This report was edited and designed by Kristina Riera, Robert Sparks and Martha Young, Office of Homeless, Housing and Transportation Services.

Letter from the Chair

February 23, 2006

Dear Friends,

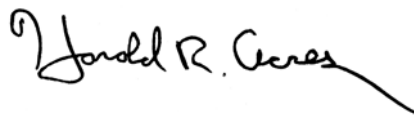
On behalf of New Hampshire's Emergency Shelter and Homeless Coordination Commission, I am pleased to present this Annual Report for State Fiscal Year 2005, which ended June 30th.

This report details the activity of all homeless programs funded through the State of New Hampshire, Department of Health and Human Services, Office of Homeless, Housing and Transportation Services. The challenge of homelessness continues to exist in New Hampshire.

The Commission commends the efforts of local homeless service providers as they carry on in the face of continued strong demand for assistance and limited resources. Many providers operated above their funded capacity many nights in the year, typifying their dedication and commitment to individuals and families who find themselves homeless.

The Commission deeply respects and values the work of the homeless service providers who, in collaboration with governmental entities, continue to demonstrate compassion and care for its homeless population. We are grateful for the leadership and support provided by Governor John Lynch, members of the Executive Council, and the citizens of New Hampshire.

Sincerely,

A handwritten signature in black ink, reading "Harold R. Acres". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Harold R. Acres
Chair



State of New Hampshire

DEPARTMENT OF HEALTH AND HUMAN SERVICES

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JOHN A. STEPHEN
COMMISSIONER

February 23, 2006

Introduction

As Commissioner of the Department of Health and Human Services (DHHS), and as a member of the Emergency Shelter and Homeless Coordination Commission, I am pleased to join the Commission in bringing forward the latest edition of our Annual Report. This report reflects the continued support of the Commission and the DHHS for a statewide housing system that serves as a safety net for homeless persons and provides access to affordable housing. Homelessness is an issue that cuts across all portions of our citizenry.

This report reflects the ongoing need for services and housing for our homeless population. The Point-in-Time survey conducted by the DHHS in January of 2005 demonstrated that on one given day there were 3,273 homeless persons in the State and 976 homeless school children. During State Fiscal Year 2005, the total number of homeless people receiving shelter was over 6,200. Of that figure, 24% were children. These are alarming figures for a state the size of New Hampshire.

There are a number of initiatives that DHHS is involved in that place a significant emphasis on preventing homelessness. We are helping facilitate the coordination of transportation needs that are critical to our homeless population and we are providing support for those divisions in DHHS that handle substance abuse, health care, foster care, juvenile justice and family planning. Staff from DHHS was involved in drafting the Ten-Year Plan to End Homelessness (A Home for Everyone) that was presented to the Governor in December. This plan addresses prevention, housing delivery, service provision, and outreach to homeless persons. We continue to oversee the Rental Guarantee and Housing Guarantee Programs. These programs assist homeless individuals and families obtain permanent housing.

As Commissioner, I look forward to working with the Governor, the Legislature and the Commission to continue to strengthen our relationship with our homeless service providers. I am also committed to maintaining our partnerships with schools, law enforcement, local welfare offices, courts, mental health agencies, general healthcare, childcare, local housing authorities, landlords and local and State governmental officials to better serve this vulnerable population. All citizens of New Hampshire deserve safe, affordable housing. It is a basic human need.


John A. Stephen, Commissioner

New Hampshire Homelessness, SFY 2005

Approaching the growing challenge of homelessness in our state, it is important to consider the factors contributing to this trend, many continuing from previous years, and still dominated this past year.

Population and Median Family Income (MFI) continued to rise in SFY '05, aggravating the State's persistent shortage of affordable housing (chart 1). This shortage is indicated in certain ways. First, a statewide rental vacancy rate for two-bedroom apartments has been at or near a statistically negligible rate of 2% (equivalent to "no vacancy") for ten years (chart 2) and median statewide two-bedroom gross rental costs rose to \$989 (chart 3). Significantly, in 2005, approximately 10% of the State's two-bedroom apartments were affordable to very low-income households, and only 3.6% in Nashua (chart 4), according to New Hampshire Housing (NHH) (also known as New Hampshire Housing Finance Authority) Annual Rental Survey. Only 0.2% (virtually 0% in Nashua) of the State's two-bedroom apartments were affordable to those with extremely low incomes, defined for 2005 as \$18,360, or 30% of the US Department of Housing and Urban Development's (HUD) statewide MFI adjusted for a three-person household. In 2004, the last year with complete data, the median purchase price paid for homes increased 10.7% from \$215,000 to \$238,000. In the seven years between 1990 and 1997, the price of houses dropped 7%. In the seven years between 1997 and 2004, prices more than doubled (chart 5).

Across the state in 2004, NHH found monthly median two-bedroom gross rental costs ranging from \$1,046 in Rockingham County to \$500 in Coos County. The affordability of housing for New Hampshire's typical worker remains a serious concern as in previous years.

New Hampshire continues to rank the highest in New England with a population growth of over 5% from 2000 to 2004 (chart 6). New Hampshire continues to face an affordable housing dilemma. Construction of affordable

homes in our state, especially multi-family rental properties, continues to fall behind population growth. Housing data indicates that through the last of the 1990's, and through 2003, job growth exceeded construction, driving up rental costs and the purchase price of previously owned homes.

New Hampshire employees earning \$5.15 per hour (minimum wage), would make \$10,712 per year, and thus can only afford a monthly rent of \$268 (per HUD guidelines of spending only 30% of gross income on housing). At \$6 per hour, starting wage for many jobs, they can only afford \$312, which is still much less than the median rent in Coos County. For those on fixed SSI income (table 1), in 20 states and the District of Columbia average rent for a one-bedroom unit exceeded SSI income, with New Hampshire at 119%. Even studio apartment rent exceeded SSI. This was in 2004, and rents have gone up faster than SSI. Note that this is not the population who can afford to spend 30% of their income on rent, but one where rent alone is more than their entire SSI income, not taking into account any other expenses, such as food, medicine, clothes, etc.

Households with very low income, \$30,600, or 50% of the three-person statewide MFI, cannot afford available housing in New Hampshire's current rental housing market, even though that income corresponds to \$14.71 per hour (full time, no holidays, no vacation). Additionally, they may end up homeless unless they are doubling up with friends or relatives, or using subsidized housing. In addition, they are virtually assured of becoming homeless in the event they are forced to seek different housing in the current New Hampshire market.

At an average length of stay of 48 bed nights (chart 7), the 6,249 people sheltered consumed 300,159 bed nights (one person sheltered for one night) (chart 8). Of this figure, 24% were children. This number represents clients who were unable to leave the shelter, as the majority of shelter space has been full since November of 2001.

The NH Department of Education counted 976 school children willing to

admit to being homeless in a sample of public schools on one day (chart 10), compared with 696 school age children for the entire year in homeless shelters. The 2004-2005 New Hampshire schools survey identified an increase of 4.6% from 2003-2004, and nearly three times the number in 1996. This figure is conservative because many will not admit that they are homeless. Additionally, only 78% of NH public school districts (which have an average daily attendance of 200,179 students) reported this year. These numbers also do not include any students in private schools in the state, which have more than 23,000 students.

Homeless Hotline data provides valuable insight into the reasons why people are homeless in New Hampshire (chart 11). The top five reasons indicated by homeless callers were: eviction; staying with others; unaffordable housing; domestic violence and no job.

The statistics in this report demonstrate that many of New Hampshire citizens continue to face a number of significant challenges which when combined place them at risk for homelessness. On an average night in SFY '05, 822 residents found themselves homeless and received shelter within the state-funded emergency shelter provider system. This data did not include the hundreds of others housed by private shelters, local welfare, churches, charities, friends and family. Many others were also homeless each night, but were too late to find a bed or even a warm space on a floor, and had to be housed in local motels or made the difficult decision to remain unsheltered.❖

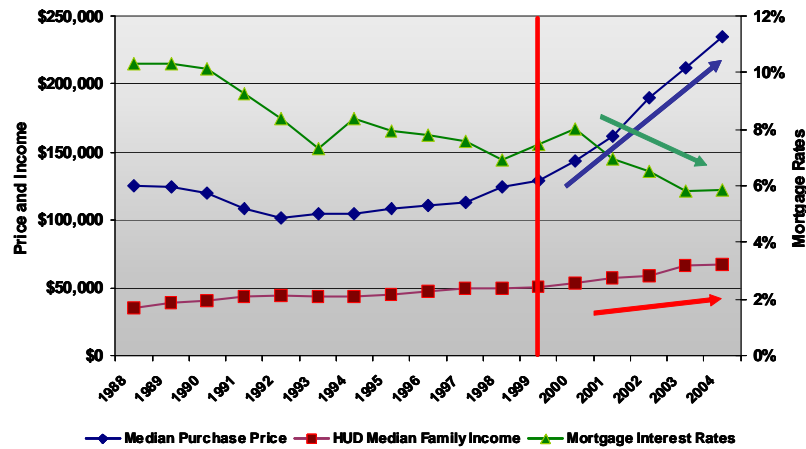
"Free".

*I am a butterfly perched on a leaf soaking up the sun.
I am exercising my wings with purpose and strength.
I am ready to take wing.
I will not say good-bye because I know it is not the
end, only the change in seasons.
I see around the bend a strong successful future for
you and me and we will meet and talk about when.*

Written and presented as part of a speech by FIT participant, Lynn.

NH Housing Trends

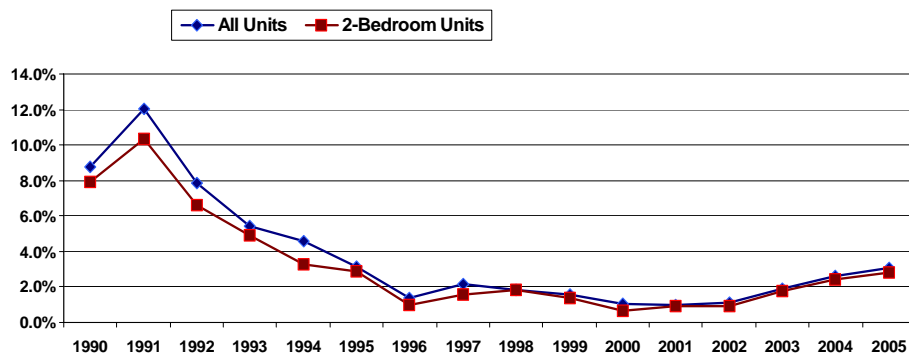
Median Purchase Price, Median Family Income
and Mortgage Interest Rates



Source: NH Housing Finance Authority

Chart 1

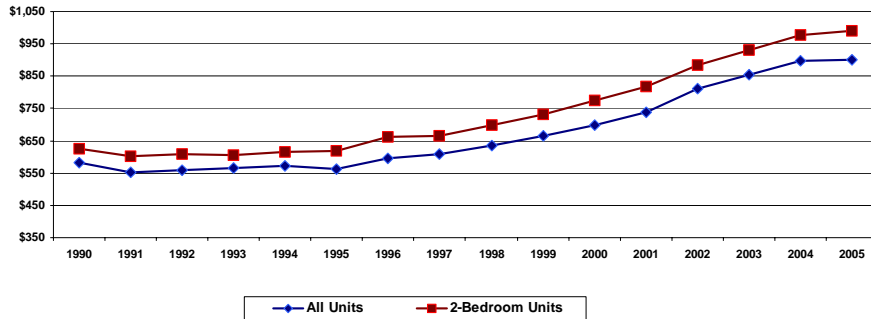
NH Rental Vacancy Rates



Source: New Hampshire Housing

Chart 2

Median Gross Rental Cost



Source: New Hampshire Housing

Chart 3

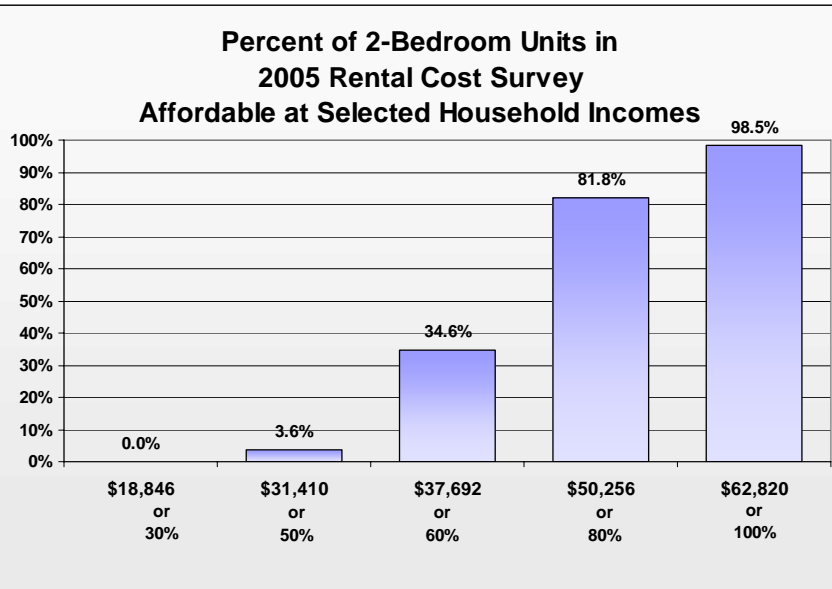
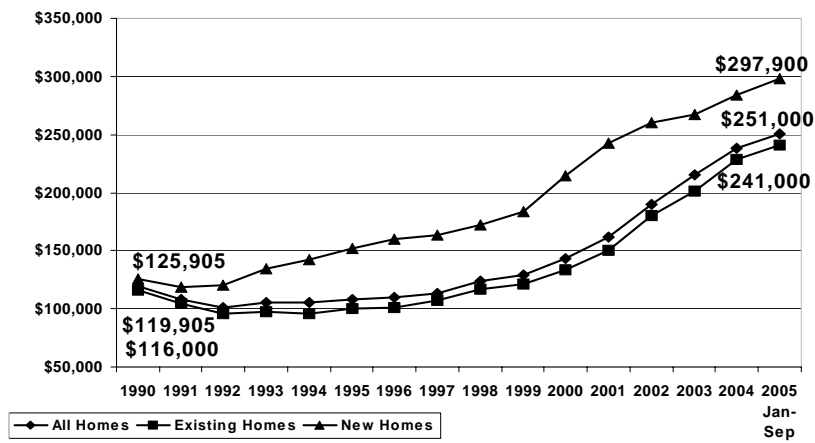


Chart 4

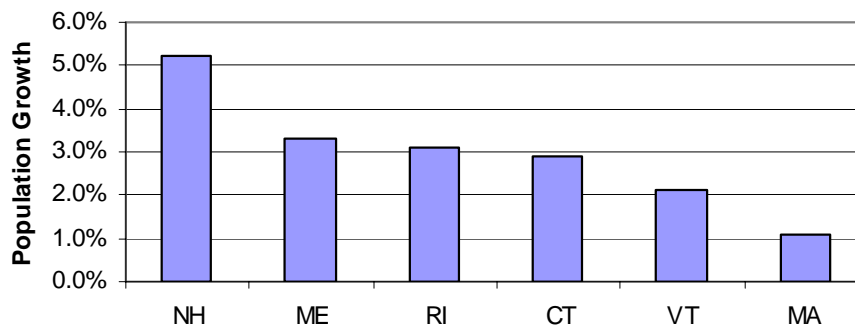
Median Price of Primary Homes in NH



Source: New Hampshire Housing

Chart 5

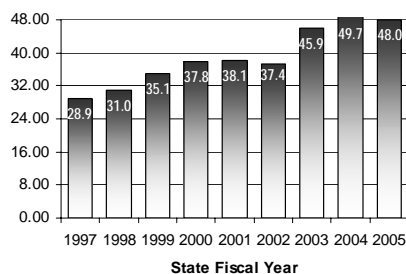
New England Pop. Growth, April 2000- July 2004



Source: U.S. Census Bureau

Chart 6

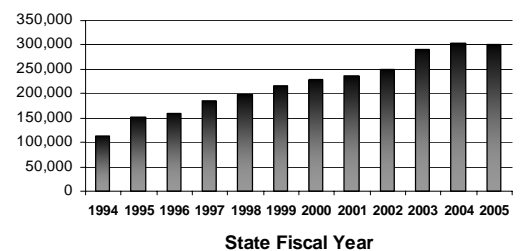
Average Length of Stay



Source: NH Office of Homeless, Housing & Transportation Services

Chart 7

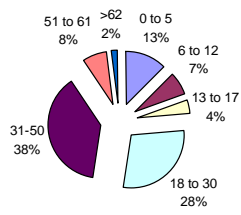
Shelter Bednights Provided



Source: NH Office of Homeless, Housing & Transportation Services

Chart 8

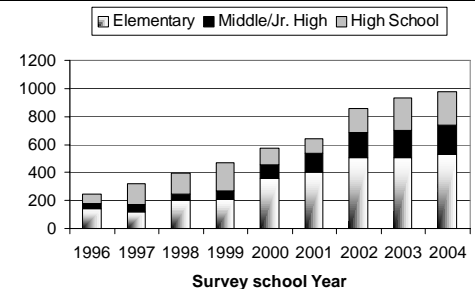
Age of Clients Sheltered, SFY 2005



Source: NH Office of Homeless, Housing & Transportation Services

Chart 9

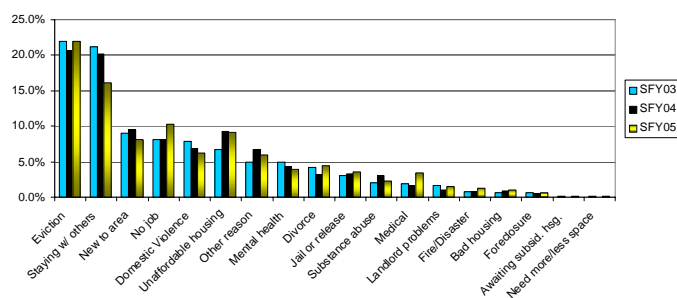
Homeless NH School Children



Source: NH Department of Education

Chart 10

Primary Reasons for NH Homelessness



Source: NH Homeless Hotline

Chart 11

Table 1
Percent of SSI Needed to Rent a One-Bedroom Housing Unit

State	% of SSI	State	% of SSI	State	% of SSI
Alabama	78.2%	Kentucky	75.5%	North Dakota	71.5%
Alaska	76.1%	Louisiana	86.0%	Ohio	87.8%
Arizona	111.7%	Maine	93.2%	Oklahoma	71.5%
Arkansas	74.8%	Maryland	145.2%	Oregon	99.2%
California	114.4%	Massachusetts	134.9%	Pennsylvania	98.4%
Colorado	109.0%	Michigan	101.6%	Rhode Island	117.5%
Connecticut	102.5%	Minnesota	99.1%	South Carolina	89.9%
Delaware	114.4%	Mississippi	76.8%	South Dakota	71.3%
District of Columbia	185.3%	Missouri	89.2%	Tennessee	84.9%
Florida	119.5%	Montana	76.2%	Texas	102.7%
Georgia	107.8%	Nebraska	80.0%	Utah	98.4%
Hawaii	156.2%	Nevada	131.2%	Vermont	92.2%
Idaho	77.4%	New Hampshire	119.0%	Virginia	128.4%
Illinois	123.4%	New Jersey	151.4%	Washington	103.9%
Indiana	88.7%	New Mexico	87.2%	West Virginia	71.1%
Iowa	78.5%	New York	137.6%	Wisconsin	80.4%
Kansas	83.9%	North Carolina	97.0%	Wyoming	75.1%
			NATIONAL		109.6%

Chart: 12

Source: Technical Assistance Collaborative, Inc. (TAC), Boston MA

**State of New Hampshire
Department of Health and Human Services
Office of Homeless, Housing and Transportation Services**

State of New Hampshire			Federal Center for Mental Health Services	U.S. Department of Housing & Urban Development			
↓	↓	↓	↓	↓	↓	↓	↓
SGIA	HGSP	RGP *	PATH	ESG	HOIP	SHPTH/PHH/S+C	HOPWA
Emergency Shelter *Emergency *Transitional *Prevention Intervention *Specialty Programs Bed Capacity: 1065 Providers: 33	Non-Cash Voucher Program Security Deposit Loan Vouchers Loans: 1,083 Providers: 8	Grant Program Rental Guarantee Program *Funded through TANF Grants: 26 Providers: 8	Non-Housing Projects for Assistance in Transition from Homelessness Providers: 8	McKinney Emergency Shelter *Emergency *Transitional *Prevention Intervention Capacity: See NH ESG Providers: 13	Non-Housing Homeless Outreach Intervention Program Providers: 5	CoC Homeless Housing Supportive Services Capacity: See Narrative Providers: 14	Housing Opportunities for Persons with AIDS Providers: 4 Providers: 4
SFY: 7/1-6/30/05 \$5,463,567 *	SFY: 7/1-6/30/05 \$2,000,000	SFY: 7/1-6/30/05 \$1,000,000	FFY: 10/1/04-9/30/05 \$300,000	CY: 1/1/05-12/31/05 \$484,189	SFY: 7/1-6/30/05 \$394,855	Term: Varied \$1,884,507	SFY: 7/1-6/30/05 \$505,181

NOTES:

CoC: Continuum of Care
ESG: Emergency Shelter Grant
HOIP: Homeless Outreach Intervention Prevention
HOPWA: Housing Opportunities for Persons With Aids
HSGP: Housing Security Guarantee Program
PATH: Projects for Assistance in Transition from Homelessness

PHH: Permanent Housing for Handicapped Homeless
RGP: Rental Guarantee Program
S+C: Shelter + Care
SGIA: State Grant-In-Aid (*2 year amount)
SHP: Supportive Housing Program
TANF: Temporary Assistance for Needy Families
TH: Transitional Housing for Homeless

I. Homeless Shelter Services

The State of New Hampshire, Office of Homeless, Housing and Transportation Services (OHHTS) provided funding to 41 programs in SFY '05. Shelter services were funded in the following categories:

PROGRAM TYPE	NO. OF SHELTERS
Domestic Violence Shelters	12
Emergency Shelters	14
Transitional Shelters	11
Specialty Shelters	4
TOTAL	41

In SFY '05, these state-funded homeless shelter providers gave temporary housing to 6,249 persons. Of those sheltered, 3,797 were single adults, 951 were adults in 895 families with 1,501 children, and 48 adults were in families without children. A reported 1,350 persons sheltered had a diagnosed mental illness, 2,261 experienced substance abuse (chemical or alcohol) problems, 658 were dual-diagnosed with mental illness and substance abuse, 518 were victims of domestic violence, 24 reported HIV/AIDS, 888 were chronically homeless, and 257 were veterans. The number of bed nights provided (*i.e.*, one person sheltered one night) was 300,159, and the average length of stay was 48 days in SFY '05 (charts 9 and 10). The following table summarizes the recent trend of demand for state-funded emergency shelter services, adjusted for changes in reporting:

	<i>SFY '00</i>	<i>SFY '01</i>	<i>SFY '02</i>	<i>SFY '03</i>	<i>SFY '04</i>	<i>SFY '05</i>
Total persons sheltered:	<i>6,157</i>	<i>6,272</i>	<i>6,805</i>	<i>6,553</i>	<i>6,672</i>	<i>6,249</i>
Total bed nights provided:	<i>232,771</i>	<i>238,892</i>	<i>254,290</i>	<i>301,035</i>	<i>302,822</i>	<i>300,159</i>
Average length of stay:	<i>37.8 days</i>	<i>38.1 days</i>	<i>37.4 days</i>	<i>45.9 days</i>	<i>49.72 days</i>	<i>48 days</i>

Shelters receive state funding to promote part of a local Continuum of Care. The Continuum of Care is established to provide efficient access to critical community-based services such as employment, medical, educational, mental health and substance abuse counseling, housing and other services that facilitate an individual or family's ability to attain and maintain a stable living

environment.❖

A. Domestic Violence Shelters

Through a contract with the New Hampshire Coalition Against Domestic and Sexual Violence, the State of New Hampshire, OHHTS provided funding to 12 Domestic Violence Shelters in SFY '05. Homeless victims of domestic violence, predominately women and children, receive emergency and transitional shelter and critical support services through these shelters.

The State-supported Domestic Violence Programs also provide food, clothing, linkages with mainstream services as appropriate, and a safe and confidential environment for victims of domestic violence.

A list of **Domestic Violence Shelters** funded by the State of New Hampshire is provided in Appendix C.❖

B. Emergency Shelters

The State of New Hampshire, OHHTS provided funding for 14 emergency shelters in SFY '05. These shelters provide safe, temporary living accommodations for homeless men, women, and families. The number of bed nights provided (*i.e.*, one person sheltered for one night) in SFY '05 was 300,159, for both emergency and transitional shelters. The average length of a temporary (emergency or transitional) shelter stay was 48 days. The number of people receiving temporary housing (emergency or transitional) from these shelters in the past year went from 6,672 persons in SFY '04 to 6,249 in SFY '05, in large part due to changes in reporting.

State-funded shelters reported 9,915 turnaways due to full capacity. Rather than turn desperate individuals and families away, many shelter providers adopt improvised sleeping arrangements and operate consistently above funded capacity. Six state-funded shelters operated year round at an *average* of 100% or more of official capacity in SFY '05. On an average night, 822 people were sheltered. Again, this number does not include people sheltered in shelters of

various kinds not funded through OHHTS.

The number of homeless individuals who sought first-time assistance from the State-funded emergency and transitional shelter providers was 1,912 in SFY '05. In the last three years far more people sought shelter for the first time in their lives than the total number sheltered in SFY '05. This statistic suggests that homelessness in New Hampshire is not confined to a chronically homeless core group, but continues to spread into new segments of the State's population.

To facilitate the transition from homelessness to permanent housing, case management services provided to emergency shelter clients feature important linkages with mainstream programs including: health, employment, mental health, substance abuse referrals, food and clothing. Shelters serving families provide service linkages with other family-service providers including childcare, education, immunization, wellness programs, and family counseling.

Emergency Shelters funded by the State of New Hampshire are listed in Appendix C.❖

C. Transitional Shelters

Transitional Shelters provide a safe and stable housing environment complemented by comprehensive case management services to facilitate a permanent step away from homelessness. Referrals from emergency shelter staff flow individuals into transitional programs whenever a judgment can be made that the individual or family is prepared to move along the Continuum of Care to permanent housing. Community-based referral services also enable direct entry into transitional housing.

Eleven transitional shelters received funding from the State of New Hampshire, OHHTS in SFY '05. State-funded **Transitional Shelter** providers are listed in Appendix C.❖

D. Specialty Shelters

Special needs such as youthfulness, teen pregnancy, or substance abuse

often make it difficult for some individuals to receive proper assistance in mainstream emergency shelters. Staffed by persons trained in the special needs of persons they serve, Specialty Shelter programs play an important role in the State of New Hampshire Continuum of Care.

The State of New Hampshire, OHHTS provided statewide funding to four Specialty Shelter programs in SFY '05. Without the Specialty Shelter programs, highly vulnerable homeless individuals with special characteristics or health conditions might remain unrecognized and inappropriately assisted in the shelter service system.

Specialty Shelters funded by the State of New Hampshire are listed in Appendix C.❖

II. Homeless Prevention/Intervention Services

During SFY '05, the State of New Hampshire, OHHTS provided Prevention/Intervention services to persons at imminent risk of homelessness. These important services result in interventions that prevent the occurrence of homelessness. Services were funded through six Community Action Agencies or CAPs, and ten other non-profit service providers.

Homeless Prevention/Intervention services are widely varied and thus difficult to quantify uniformly. They range from providing budget counseling and/or referral to appropriate homeless intervention providers, to making payments for back rent in the face of eviction, past-due electrical bills where disconnection is imminent, or fuel assistance, rental security deposit loans, or limited rental guarantees. Some individuals who apply for prevention services do so as a final attempt to maintain their current living or employment situation. Surveys show that many persons applying for such Homeless Prevention/Intervention services did so based upon a sudden and unexpected loss of income, with high medical bills frequently cited as a contributing factor.

The Housing Opportunities for Persons With AIDS (HOPWA) program

provided assistance and support services for persons with HIV/AIDS and their families. The population served included homeless, low and very low-income, and those at risk of displacement or becoming homeless. Using HUD funded grants, the State administered two HOPWA projects last year, both with the sponsorship of Merrimack Valley Assistance Program (MVAP).

First, the Balance of State HOPWA Program, through its sponsor MVAP, provided supportive services, case management and rental assistance to the Balance of State Continuum of Care area (all of the state except Nashua and Greater Manchester). MVAP, AIDS Response Seacoast, and AIDS Community Resource Network provided HOPWA services and rental assistance. The State was notified in SFY 2005 of a renewal three-year grant for the Balance of State project in the amount of \$824,120.

The second HOPWA project, serving Manchester, Bedford, Goffstown, and Weare, is also sponsored by MVAP with supportive services provided by their Manchester office, the Greater Manchester Assistance Program. In the last reporting year, these two projects provided housing assistance to 152 individuals infected with HIV/AIDS and an additional 110 family members. The programs also provided supportive services only to another 167 persons infected with HIV/AIDS as well as an additional 125 family members.

The efforts of homeless service providers who employ creative intervention strategies result in the prevention of thousands of individuals and families from experiencing the devastating effect of homelessness. Continuation of a strong homeless prevention strategy is an important component in the evolving Continuum of Care designed to break the cycle of homelessness.❖

A. Community Action Agencies

The New Hampshire Community Action Agencies (CAAs), also called Community Action Programs (CAPs), serve every city and town in the State and administer a range of programs to assist persons in need, including those at risk of homelessness. Their advisory councils, boards of directors and staff

implement programs tailored to local needs. Additionally, these service providers coordinate mainstream services for the population they serve, making CAA's a natural point of entry into the homeless service system. The State of New Hampshire, OHHTS funded homeless intervention activities specific to the prevention of homelessness in six CAAs in SFY '05, covering all ten NH counties.

Community Action Agencies receiving state homeless and housing funds are listed in Appendix C.❖

B. Homeless Outreach/Intervention Prevention

Although homelessness is often regarded as a uniquely urban problem, contacts with unsheltered homeless individuals have occurred in the majority of New Hampshire's cities and towns during the past two years. The objective of the Homeless Outreach/Intervention Prevention is to link the unsheltered homeless population with emergency shelter and other appropriate resources within the State's three Continuums of Care.

The HUD-funded Homeless Outreach and Intervention Prevention (HOIP) is a statewide network of ten outreach specialists who seek to identify and engage New Hampshire's unsheltered homeless. In the past year, the number of homeless clients served by HOIP workers in the Balance of State Continuum of Care (i.e., excluding Manchester and Nashua) was 4,131. (The reporting of Manchester and Nashua contacts under HOIP is not consolidated through the DHHS.)

HOIP unsheltered homeless contacts are followed up systematically to ensure that appropriate service is provided. First, there is assessment of immediacy of need and appropriate intervention based upon weather, physical



Roger, Belknap-Merrimack Homeless Outreach Worker, at Concord campsite

condition, mental/emotional/behavioral status, substance abuse, and willingness to accept assistance. Then, transport is arranged to the appropriate resource

(e.g., emergency room, detoxification facility, shelter) as needed.❖

C. Housing Security and Rental Guarantee Programs

The OHHTS administers two housing-related programs through a network of nonprofit community agencies: the Housing Security Guarantee Program (HSGP) and the Rental Guarantee Program (RGP). Started in 1994, the HSGP is available to low-income families statewide. A non-cash voucher program, it is managed pursuant to RSA 126-A: 50, which states: "The inability of individual citizens to amass sufficient funds for housing security deposits contributes significantly to the problem of homelessness in the State of New Hampshire."

Housing security guarantees provided under the program allow low-income individuals and families the opportunity to secure safe, affordable, permanent housing in New Hampshire's low-vacancy, high-cost rental housing market. Persons seeking a security deposit guarantee apply through one of eight nonprofit agencies that administer the program. These agencies work with private landlords, public housing agencies, transitional housing programs, outreach workers and others to ensure program availability to the entire state.

The State of New Hampshire HSGP issued 1,083 security loan certificates in SFY '05, up 24% from the year before. The program has assisted 5,489 households since inception in 1994. An important aspect of this program is a flexible loan-payment schedule designed to fit realistic budget parameters.

The RGP is the OHHTS companion program to the HSGP. To assist needy families, the Division of Family Assistance allocated up to \$1 million for the year from the Temporary Assistance for Needy Families (TANF) Program to support the RGP. The RGP's objective is to assure payment of a maximum of three months fair-market rent as an incentive to landlords to rent to homeless families or pregnant women. To coordinate these related efforts in support of families who are homeless or at risk of homelessness, the same community service network administers the RGP and HSGP.❖

D. Other Intervention/Prevention Providers

Certain other Homeless Prevention/Intervention providers are experienced in the prevention of homelessness and are strategically located to provide services in high-risk areas of the State. They provide services directly or by referral to an alternative service provider.

The State of New Hampshire, OHHTS funded 10 **Other Intervention/Prevention Providers** in SFY '05, listed in Appendix C.❖

III. Special Needs Programs

In SFY '05, the State of New Hampshire provided funding to 26 statewide special needs programs. These programs emphasize intensive and comprehensive case management services and are designed to assist the particular needs of chronically homeless persons suffering from serious mental illness, dual diagnosis, Acquired Brain Disorder, and other disabling conditions.

Providers include Community Action Agencies, Community Mental Health Centers, New Hampshire Hospital, and several smaller non-profit organizations. Delivered services included outreach, intervention, housing, and supportive services to hard-to-engage homeless and/or homeless with disabilities.

Special needs services were provided in the following categories:

<i>Program Type</i>	<i>Number of Programs</i>
HUD - Permanent Housing for Handicapped Homeless	<i>8</i>
HHS - Projects for Assistance in Transition from Homelessness (PATH)	<i>8</i>
HUD – Shelter + Care	<i>1</i>
HUD - Transitional Housing for the Homeless	<i>9</i>
<i>Total</i>	<i>26</i>

Also funded by HUD, the Supportive Housing Program provided permanent housing and supportive services for 106 individuals. These programs are detailed in Sections A and B of this chapter. The US Department of Health and Human Services (HHS) funded Projects for Assistance in Transition from Homelessness (PATH) for homeless intervention and supportive services to 1,173

persons in SFY '05. This program is detailed in Section D of this chapter. Both transitional and permanent housing for the handicapped homeless include extensive supportive services.❖

A. Permanent Housing for the Handicapped Homeless

Permanent Housing providers to the handicapped homeless population offer a variety of housing and supportive services to persons with serious mental illness, or elderly persons with serious mental illness, dual diagnosis, or Acquired Brain Disorder. These programs, which include group homes and condominiums, were established in conjunction with HUD and are subject to renewal. These collaborative programs are:

- **Beaver Lake Lodge** in Salem, a 15-bed community residence for homeless elderly who are mentally ill;
- **Families in Transition** in Concord, six units serving homeless women with or without children;
- **Franklin Falls Farm** in Franklin, a six-bedroom farmhouse serving homeless persons with severe brain injuries;
- **Harbor Homes** with various operating locations in Southern New Hampshire, providing a variety of housing and employment opportunities for homeless persons with serious mental illness;
- **McGrath Street** in Laconia, an eight-bed community residence with four attached apartments for mentally ill homeless persons;
- **Tide View Estates** in Dover, three two-bedroom condominiums providing permanent housing for homeless mentally ill adults;
- **Springbrook** in Portsmouth, three two-bedroom condominiums housing homeless persons with a serious mental illness; and
- **Gemini House** in Manchester, a 15-bed residence housing homeless mentally ill persons with a concurrent substance abuse disorder.

Handicapped homeless persons living in supportive housing benefit from convenient and assured access to health, mental health, and social support services offered by the programs or within the Continuum of Care and facilitated by these programs.

Permanent Housing for the Handicapped Homeless providers funded by the State of New Hampshire are listed in Appendix C.❖

B. Transitional Housing for the Handicapped Homeless

Like their Permanent Housing provider counterparts, providers of Transitional Housing offer a variety of housing and supportive services to homeless persons, some with a variety of disabilities including serious mental illness, or elderly persons with serious mental illness, dual diagnosis, or Acquired Brain Disorder.

In SFY '05, the nine state-supported transitional housing providers furnished housing and supportive services. These programs include:

- **Friendship House** in Bethlehem, a 30-bed transitional housing program with supportive services, houses approximately 200 individuals a year;
- **Gilpin House** in Littleton, a six-bed transitional residence serving homeless persons with severe and persistent mental illness and persons dually diagnosed with mental illness, substance abuse, and/or a developmental disability;
- **Pine Place Transitional Apartments** in Lebanon, provides five transitional housing apartments and specialized 24-hour mental health treatment and support services to assist mentally ill adults;
- **Our Place Transitional Housing** in Dover, a six-apartment shelter (containing 17 beds) sponsored by My Friend's Place, provides housing and supportive services to homeless families;
- **New Hampshire Hospital** in Concord, which administers a 43-bed residential and rehabilitation program for persons with serious mental illness,

with 26 beds partially funded by HUD for those who are homeless;

- **The Family Transitional Housing Program** in Rochester, which operates 12 two-bedroom townhouses with half-day staff support to homeless persons with a mental illness;
- **Families in Transition** in Concord, operates a 26-bed facility for homeless single women with or without children;



FIT Participants at Annual FIT Family Celebration

- **NEXT STEPS** in Keene, is sponsored by Southwestern Community Services, the Keene Housing Authority and the City of Keene Human Services Department. This is a five-unit transitional housing program with supportive services that will house and assist a minimum of 16 individuals, including those with disabilities, per year; and
- **The Sullivan County Transitional Housing Project** in Claremont, is sponsored by Southwestern Community Services. The project provides transitional housing with supportive services to 40 people at one time, including homeless families and single women with disabilities or who are victims of domestic violence.

Addresses and contact information for these providers may be found in Appendix C.❖



Scattered Shelter + Care Site in Derry

C. Shelter + Care

The Shelter + Care Program (S+C) sponsored by Center for Life Management (CLM) has scattered sites throughout Derry and the surrounding areas. This program provides rental assistance for hard-to-serve homeless

persons with disabilities in connection with supportive services funded from

sources outside the program.

The S+C program is designed to provide housing and supportive services on a long-term basis for homeless persons with disabilities (primarily those with serious mental illness, chronic problems with alcohol and/or drugs, and acquired immunodeficiency syndrome (AIDS) or related diseases) and their families who are living in places not intended for human habitation (e.g., streets) or in emergency shelters. The program allows for a variety of housing choices, and a range of supportive services funded by other sources, in response to the needs of the hard-to-reach homeless population with disabilities.❖

D. Projects for Assistance in Transition from Homelessness (PATH)

The PATH program provides outreach and community-based services for people with serious mental illness or individuals who are dually diagnosed with serious mental illness and a substance use disorder and who are homeless or at imminent risk of becoming homeless. Primary emphasis is on outreach and engagement into services and housing of PATH eligible individuals. The potential PATH population includes individuals who have been separated from mainstream culture and who may have had negative experiences with service provision in the past. They typically would not present themselves to a mental health agency for services.

PATH services include: outreach, screening and diagnostic treatment, community mental health services, training and case management, which includes: assistance in obtaining and coordinating services for eligible homeless individuals, assistance in obtaining income support services, including housing assistance, food stamps, and Supplementary Security Income benefits, and referrals for such other services as may be appropriate, including referrals for primary health care. These outreach and intervention services offered through PATH are crucial to engaging PATH eligible individuals in treatment and recovery programs as well as securing stable housing situations.

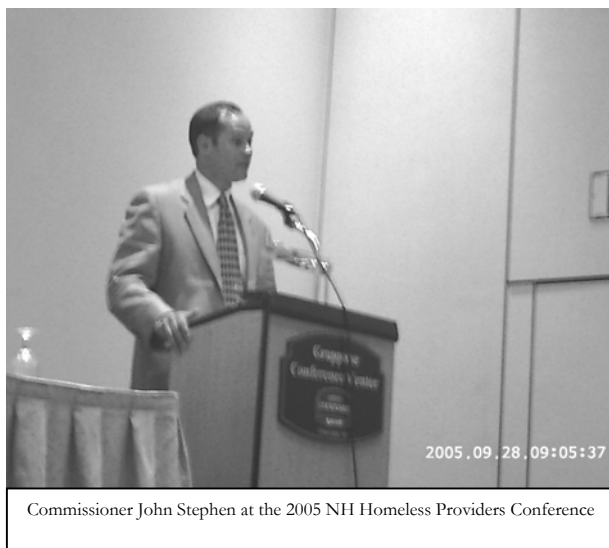
Regional community mental health centers are the primary PATH providers in the State except in the northern counties of Coos, Carroll, and Grafton, where PATH funding is contracted through Tri-County Community Action Program. PATH succeeds through a collaboration between regional community mental health centers, homeless service providers, Community Action Agencies and the Bureau of Behavioral Health that facilitates a framework of service for this difficult to engage population.

In SFY '05, PATH outreach services were contracted through and provided by seven community mental health centers and one community action agency. They provided outreach services to 1,298 individuals. Of these, 1,173 clients were enrolled as PATH clients. A list of **PATH** service providers may be found in Appendix C.❖

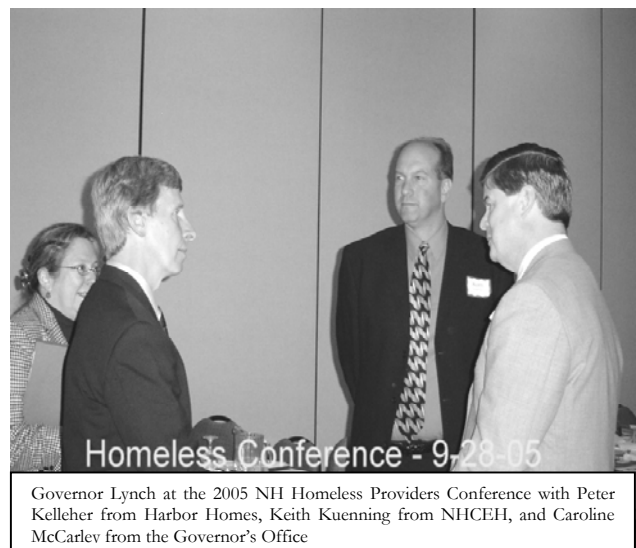
IV. Activities of the Office of Homeless, Housing and Transportation Services

The New Hampshire Department of Health and Human Services, OHHTS has overall responsibility for supporting homeless shelter activities with the State's Continuum of Care (CoC). They provide leadership, resources, and coordination among a large group of emergency shelter providers. Activities of the OHHTS completed in the past year include:

In January of 2005, the Balance of State Continuum of Care, in conjunction with the Nashua and Manchester Continuums, conducted a Point-in-Time count of homeless individuals and families (emergency sheltered and traditionally housed). The count was targeted to outreach programs, municipal welfare agencies, hospitals, soup kitchens, and other places homeless individuals and families might congregate. This information provides critical data to help identify needs and develop a strategy to eliminate chronic and overall homelessness in New Hampshire.



Commissioner John Stephen at the 2005 NH Homeless Providers Conference



Governor Lynch at the 2005 NH Homeless Providers Conference with Peter Kelleher from Harbor Homes, Keith Kuenning from NHCEH, and Caroline McCarley from the Governor's Office

In September of 2005, "Bringing the Providers Together," the annual New Hampshire Homeless Service Providers Conference, was held in Concord, New Hampshire. Attendance at this conference consisted of members of government and the provider community. There were 115 attendees representing 47 providers. Issues presented and discussed at the conference were: Interagency Council on Homelessness, Homeless Management Information Systems, supporting homeless families, children and youth, individuals presenting the greatest challenge for services, homeless providers/healthcare for clients, and Medicare Part D, documenting disability. The conference also included a keynote address by Michelle Kennedy, author of the book entitled "Without a Net: Middle-Class and Homeless (with Kids) in America." Commissioner John Stephen and Governor John Lynch also provided remarks. Governor Lynch stated, "Central to living the American dream is having a home to call your own - a safe, healthy place to live and raise a family. As Governor, I want every New Hampshire citizen to be able to live that dream."

In December of 2004, the second Shelter + Care Program (S+C) for New Hampshire was approved by HUD through a proposal the OHHTS submitted to the HUD. The first shelter + care program was approved in December of 2003. These programs provide scattered site, tenant-based rental assistance and supportive services to homeless adult individuals with severe and persistent

mental illness, chronic substance abuse, AIDS, or other related diseases.

In December of 2005, the Department of Health and Human Services, OHHTS was awarded \$1,950,431.00 by HUD. This funding was awarded as a result of a national competition targeted to Supportive Housing Programs that allow homeless persons to live as independently as possible. The Department also received \$484,509.00 from HUD under the federal Stewart B. McKinney Emergency Shelter Grant Program.

In SFY '05, the three New Hampshire Continuums of Care continued their collaboration in the development of a single statewide Homeless Management Information System (HMIS), with OHHTS as the single applicant and Community Services Council of NH (CSCNH) as the statewide sponsor for HUD's (HMIS) supportive housing program funding. OHHTS received notification that the three 2004 HMIS renewal grant applications were successful in the total amount of \$150,329.00. Renewal grant applications were also submitted to HUD in 2005 for the following year.

New Hampshire is implementing a single statewide HMIS to enable homeless service providers to collect uniform information about clients over time, and satisfy the Congressional goal for unduplicated client counts. This will also provide agencies with data to assist them in resource allocation, planning, service provision, reporting, and the ability to provide supporting data to their Continuum of Care, the State, and other funders. Progress in SFY' 05 included software installation, hardware installation at many provider locations, and continued development of forms, procedures and training. Initial data collection began in SFY' 05.❖

V. Additional Developments

A number of developments underway either in SFY '05 or prior to publication, deserve mention in this report. They are as follows:

In September of 2004, the Greater Nashua Continuum of Care's ten-year plan for ending homelessness was unveiled.

Cross Roads House in Portsmouth was selected by the Seacoast Board of Realtors & Affiliates to be their 2005 "Charity of Choice." This designation meant that throughout the year the Board and Affiliate members raised funds, collected a number of the shelter's "wish list" items, and volunteered at the shelter.

In May of 2005, Families in Transition (FIT) received a tax credit excellence award from the Affordable Housing Tax Credit Coalition. FIT received this award for a low-income housing tax credit development project for homeless women with and without children located in Concord's Bicentennial Square. This project serves an important role to the Concord community by providing crucial housing and transitional services.

In the spring of 2005, Nashua's first S+C project came on line. Harbor Homes, Inc. and the Nashua Housing Authority worked collaboratively on this program to provide housing for chronically homeless individuals.

In June of 2005, FIT opened their "Family Outfitters Thrift Store" in their new location at 394 Second Street in Manchester and sells furniture, house wares and clothing. It is a revenue stream for FIT, a non-profit agency that



provides affordable housing and supportive services to homeless individuals and families. It is the vision of FIT that the store serve as a training center for participants of FIT programs. A number of participants in FIT's programs have worked at the store.

In June of 2005, Pemi Bridge House opened a new homeless shelter on Highland Street in Plymouth, New Hampshire. Their capacity expanded from 14 to 20 individuals. The shelter has two separate wings, one for women and

children, and one for men. They provide emergency shelter to individuals and families who are homeless, as well as offer supportive services to residents such as: finding permanent, affordable and safe housing; establishing and managing their income; securing employment and/or benefits; and accessing both mental and physical health services.

In August of 2005, Rochester area residents raised funds for the homeless by having a "Sleep-Out for the Homeless." This event was organized by the Homeless Center of Strafford County. Participants camped out in the infield at the Rochester Fairgrounds.

In September of 2005, the NH Coalition for the Homeless held a meeting which focused primarily on Eastern Equine Encephalitis (EEE). It was felt that, since homeless people may be at high risk for exposure, this was an important topic of discussion. Discussion was led by Patrick Herlihy from the OHHTS and Jason Stull from the Division of Public Health. The Department of Health and Human Services is developing a planning strategy in order to mitigate the threat of both EEE Virus and West Nile Virus to communities and citizens in New Hampshire.

In October of 2005, the eighth annual Gimme Shelter sleep out in front of the State House was held. The majority of arranged speakers were homeless or formerly homeless people who were willing to tell high school and college students about their experiences with homelessness. In light rain about 45 people gathered, but the event was cancelled because more heavy rain was expected. There will be a make-up Gimme Shelter in April of 2006.

In October of 2005, Cross Roads House was named New Hampshire Champion in Action by Citizens Bank and WMUR-TV in the area of housing/homelessness. The award was given for their outstanding work in providing individuals and families in the Seacoast area with secure shelter and resources to move into stable and permanent housing. They received a \$25,000 grant, media coverage, and extensive promotional and volunteer support.

In November of 2005, the City of Nashua, Division of Public Health and Community Services, received a grant from HUD for \$1,360,232.00. These funds are part of HUD's Housing Opportunities for Persons with AIDS (HOPWA) Program and will be used for 33 eligible HOPWA clients and 27 family members in 33 units.

In December of 2005, the Ten-Year Plan to End Homelessness was presented to Governor John Lynch. The plan was prepared by the Governor's Interagency Council on Homelessness. New Hampshire's plan, "A Home for Everyone", calls for the development of additional permanent supportive housing units over the next ten years, an emphasis on prevention, wrap-around health and human services, consumer outreach and advocacy, and service integration to eliminate duplication and close service loopholes.

The New Hampshire Coalition to End Homelessness has spearheaded a number of efforts to assist homeless providers this year. They have worked with Citizens' Bank on a fuel assistance campaign for 38 homeless shelters that will end in February of 2006, and funds



Homeless Campsite in Concord

will be distributed to the shelters in March to help with their fuel costs. In addition, the Coalition is working with the Massachusetts Coalition to End Homelessness regarding contributions to homeless providers from the HomeGoods Stores. Five HomeGoods Stores in New Hampshire are collecting items until February 20th to be donated to shelters. Many supplies have been collected for the shelters.

The Coalition was also an intervening party on behalf of the shelter when the Town of Lancaster filed a lawsuit against Tri-County Community Action Program/Lynsey House. The Coalition assisted in bringing town and shelter officials together to resolve a number of issues and come up with

resolutions/terms agreeable to the parties involved. The Coalition was also instrumental in writing and promoting the Ten-Year Plan to End Homelessness.

In December of 2005, the cities of Concord, Manchester and Nashua held a Homeless Memorial Day event. These events were held to provide people with an opportunity to remember those who have died homeless, and to show support in the effort to end homelessness.

In December of 2005, The Greater Nashua Continuum of Care held a "Project Homeless Connect Day." This was an outreach effort to homeless people in the community with the goal of linking them to services/benefits and assisting them in moving forward into housing and self-sufficiency. The event was well attended, and a number of people received a great deal of information on services/benefits available in the area.

In February of 2006, Women's Supportive Services will be opening a new shelter facility, increasing their capacity from seven to sixteen. The first floor of the new space will be accessible to persons with disabilities and will include a bedroom, bathroom, living room, kitchen and dining room, a toddler room, computer area, laundry facility and library. The second floor will include four bedrooms, two bathrooms and a teen study area. There will also be a play area outdoors, on-site parking and safety and security upgrades such as an indoor fire escape, sprinkler and alarm system. Along with the facility upgrades, shelter programming will be enhanced for survivors and their children. Enhancements will include services for children witnessing battering behavior, services to survivors experiencing mental health and/or substance use issues, parenting support groups, domestic violence support groups and on site 24-hour staff availability. The shelter renovations project was made possible through grants and private donations.



Harbor Homes, Inc. is in the process of constructing a 20-apartment building for honorably discharged homeless veterans (men, women and families). This will be transitional housing with supportive services. Current plans are to open in late 2006.❖

VI. State-Funded Homeless and Housing Activities Service Summary, SFY 2005

Shelter Service Totals

6,249 persons sheltered (Emergency and Transitional)

Of persons sheltered there were:

3,797 single adults
951 adults in 895 families
623 adults in one-parent families
256 adults in two-parent families
48 individual adults in families without children
24 non-parent adults in families
1,501 children in the above one and two-parent families

...Including:

1,350 persons with known Mental Illness
1,326 persons with Alcohol Abuse
935 persons with other Substance Abuse
658 persons with Dual Diagnosis (mental health and substance abuse)
518 victims of Domestic Violence
257 veterans
24 persons with HIV/AIDS
888 persons who are chronically homeless

Special Needs Programs

4,131 Homeless Outreach/Intervention clients served (within Balance of State Continuum of Care only)
106 Permanent Housing for Handicapped Homeless persons served
76 Transitional Housing persons served
319 HOPWA HIV/AIDS clients served
1,173 PATH clients enrolled

Housing Security Guarantee Program

1,083 Housing certificates issued

Rental Guarantee Program

26 Grants issued

Appendix A, Notes on the Statistics

1. These statistics represent only those providers funded by or through the State. There are other New Hampshire emergency and homeless shelter service providers not reflected in our statistics. Furthermore, the State does not always fund the same providers every year. Changes in shelter capacity due to remodeling, expansion, or natural disasters also affect the reporting base. Some providers have changed from shelter to rent assistance, which is not represented in these numbers. Others got a start from state or federal funding, but now operate with other backing, thus removing them from our statistics, but they are still providing services. Additionally, the federal government has been moving toward switching emphasis from emergency shelters to transitional and permanent housing, especially for "chronic" homeless (Appendix B - Glossary).

2. Some of the formats and definitions of our reporting instruments have changed as we progress toward our goal of gathering more effective information and reflect changing federal definitions of some data elements. From time to time, confusion over earlier definitions has led the OHHTS to amend reporting instructions, leading some providers to slightly change the way they report. Such changes can make the comparison of certain homeless statistics over time a difficult process.

3. Some concepts, like shelter capacity, cannot be quantified precisely, because they are affected by numerous factors. For example, women cannot be housed in a men's single shelter, nor can the general homeless population be housed in a specialty shelter. Many of our providers serve families. They use apartments and move beds in and out daily, according to family size, making the concept of capacity dynamic. Moreover, family sizes supported by Domestic Violence providers typically differ from those supported in Transitional housing. Thus, "capacity" represents a theoretical maximum and apartment based providers generally use averages.

4. Geographical distribution numbers reflect relative capacity rather than relative need. When programs are full, people requiring services have to seek whatever space there is, even in a different part of the State.

5. The State Fiscal Year (SFY) runs from July 1st to the following June 30th, and is named for the calendar year in which it ends. However, several programs, especially those receiving federal funds, are required to report by different fiscal years. The Federal Fiscal Year (FFY) runs from October 1st to the following September 30th. Yet Congress imposes different fiscal years on different federal programs – and even on the same program over time – often unrelated to the FFY or SFY.

During the life of this Commission, shelter providers have been requested to report by different time periods. Initially, quarterly statistics were required without an annual consolidation, leaving the potential for overlap between quarters. Since SFY '99, provider reports are submitted semi-annually, with the second report summarizing the entire fiscal year. We believe that this schedule has eliminated quarterly reporting overlap. In addition to this, we are now asking providers to check for duplication between different programs run by the same provider. This has led to increasingly accurate numbers.

These numbers do not include:

group homes for mentally ill, developmentally disabled, adolescents, head injured, HIV/AIDS, etc.; homeless people housed by local welfare; private shelters that are usually run by churches or other faith communities; substance abuse programs which may have some homeless people, even when the program is not specifically for the homeless; people who are "doubled up" (also known as couch surfing, staying with friends/family); and homeless people housed by programs or organizations with primary missions other than housing homeless people, or for specific populations such as homeless and runaway youth.❖

Appendix B

Homeless and Housing Glossary of Terms

Note: This glossary provides an overview of terminology common to the issue of New Hampshire homelessness and federal housing programs. Not all terms are used in this Annual Report.

- Affordable Housing** - Housing where the occupant is paying no more than 30% of income for gross housing costs, including utilities
- APR** - Annual Progress Report
- Bed Night** - One person sheltered one night
- BOSCOC** - Balance of State Continuum of Care; coordinated community-based process of identifying needs and building a system to address those needs
- BBH** - Bureau of Behavioral Health
- CAA** - Community Action Agency
- CAP** - Community Action Program
- CDBG** - Community Development Block Grant
- CMHS** - Center for Mental Health Services (US)
- Congregate Housing** - Low income housing, predominately for elderly, handicapped, disabled, or displaced families
- Consolidated Plan** - State application to HUD for funding
- Chronic Homeless** - A homeless individual with a disability who has been homeless for a year or more, or has had 4 or more episodes of homelessness in the last 3 years
- CY** - Calendar Year: January 1 to December 31
- DHHS** - Department of Health and Human Services (New Hampshire)
- Dual Diagnosed** - (PATH definition) Co-occurring serious mental illness and substance abuse
- DV Coalition** - New Hampshire Coalition Against Domestic & Sexual Violence
- Entitlement Municipality** - The cities of Manchester, Nashua, Portsmouth, Dover, and Rochester, which receive funds directly from HUD under section 106(b) of the federal act
- ESG** - Emergency Shelter Grant, State of New Hampshire or federal McKinney
- Extremely Low Income** - A household whose income is at or below 30% of the median family income of the area
- FFY** - Federal Fiscal Year: October 1 to September 30
- HHS** - The US Department of Health and Human Services
- HMIS** - Homeless Management Information System
- HOIP** - Homeless Outreach/Intervention Prevention
- HOME** - Home Investment Partnerships Program
- HOPWA** - Housing Opportunities for Persons With Aids

HSGP - Housing Security Guarantee Program

HUD - US Department of Housing and Urban Development

Living Conditions, Homeless -

Unsheltered

- Abandoned Building
- Automobile
- Bridge
- Hallway
- Highway
- Homemade Shelter
- Public Building
- Street
- Substandard Housing
- Tent
- Transportation Facilities
- Woods

Publicly Sheltered

- Emergency Shelter
- Foster Homes
- Group Homes
- Jail/Prison
- Specialty Shelter

Privately Sheltered

- Family or Friends (Doubled up)
- Home
- Hospital or Medical Clinic/Center
- Hotel/Motel
- Rental Housing

Low Income - A household whose income is at or below 80% of the median family income of the area

MFI - Median Family Income, a household income level set by HUD at \$66,100 statewide in New Hampshire for 2003 (the nationwide MFI in 2003 is \$56,500). As many households earn less than that figure as earn more.

Moderate Income - A household whose income is at or below the median family income of the area

MVAP - Merrimack Valley Assistance Program

NHHFA - New Hampshire Housing Finance Authority

NOFA - Notice of Funding Availability

OHHTS - the NH DHHS Office of Homeless, Housing and Transportation Services

PATH - Projects for Assistance in Transition from Homelessness

PHH - Permanent Housing for Handicapped Homeless

PRA - Project-based Rental Assistance

RGP - Rental Guarantee Program

RSA - Revised Statutes Annotated

S+C - Shelter + Care

SFY - State Fiscal Year: July 1 to June 30

SHP - Supportive Housing Program

SNAP - Special Needs Assistance Programs

SRA - Sponsor-based Rental Assistance

SRO - Single Room Occupancy

SS - Supportive Services not in conjunction with housing

TANF - Temporary Assistance for Needy Families

TH - Transitional Housing

THH - Transitional Housing for Handicapped Homeless

TRA - Tenant-based Rental Assistance

Turnaway - Someone who asks for shelter, but cannot be sheltered there.

Capacity Turnaway - Someone who cannot be sheltered because the shelter is full

Other Turnaway - Someone who cannot be sheltered because they are not appropriate to the program (i.e. a single male at a women's shelter)

Very Low Income - A household whose income is at or below 50% of the median income of the area❖

Appendix C, Service Provider Matrix



APPENDIX C
Service Provider Matrix, 2005 Annual Report of the Emergency Shelter & Homeless Coordination Commission

Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/ RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
BELKNAP COUNTY											
Community Action Program Belknap-Merrimack Counties PO Box 1016 Concord, NH 03302-1016 (603) 225-3295					X	X	X				
GENESIS-The Counseling Group McGrath Street 111 Church Street Laconia, NH 03246 (603) 524-1100								X			
Laconia Area Community Land Trust, Inc. PO Box 6104 Laconia, NH 03247-6104 (603) 524-0747			X								
New Beginnings-A Women's Crisis Center PO Box 622 Laconia, NH 03247 (603) 528-6511	X										
Open Arms Outreach 756 Union Avenue Laconia, NH 03246 (603) 524-4580			X								
The Salvation Army-Laconia 177 Union Avenue Laconia, NH 03246 (603) 524-1834		X									

APPENDIX C
Service Provider Matrix, 2005 Annual Report of the Emergency Shelter & Homeless Coordination Commission

Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/ RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
Northern NH Mental Health and Developmental Services •Gilpin House 87 Washington Street Conway, NH 03818 (603) 447-3347									X		
Starting Point: Services for Victims of Domestic and Sexual Violence PO Box 1972 Conway, NH 03818 (603) 356-7993	X										
Tri-County Community Action Program, Inc. •Coos, Carroll, Grafton Counties 30 Exchange Street Berlin, NH 03570 (603) 752-7001 – 1-800-552-4617					X	X	X				X
CHESHIRE COUNTY											
Monadnock Family Services 64 Main Street, Ste. 301 Keene, NH 03431-3701 (603) 357-5270											X
Southwestern Community Services, Inc. (Keene) •Monadnock Area Housing Coalition •NEXT STEP Transitional Housing 69Z Island Street PO Box 603 Keene, NH 03431 (603) 352-7512		X	X		X	X	X		X		X

APPENDIX C
Service Provider Matrix, 2005 Annual Report of the Emergency Shelter & Homeless Coordination Commission

Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/ RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
Women's Crisis Services of the Monadnock Region 12 Court Street Keene, NH 03431-3402 (603) 352-3782	X										
COOS COUNTY											
Coos County Family Health Services, Inc. Response to Sexual & Domestic Violence 54 Willow Street Berlin, NH 03570 (603) 752-5679	X										
Tri-County Community Action Program, Inc. •Coos, Carroll, Grafton Counties •Friendship House 30 Exchange Street Berlin, NH 03570 1-800-552-4617					X	X	X		X		X
Tri-County Community Action Program, Inc. •Lynsey House Shelter 56 Prospect Street Lancaster, NH 03584 (603) 788-2344		X									
GRAFTON COUNTY											
Headrest, Inc. PO Box 247 Lebanon, NH 03766-0247 (603) 448-4872				X							

APPENDIX C

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Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/ RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
Pemi-Bridge House, Inc. 260 Highland Street Plymouth, NH 03264 (603) 536-7631		X									
The Support Center at Burch House PO Box 965 Littleton, NH 03561 (603) 444-0624	X										
Tri-County Community Action Program, Inc. •Coos, Carroll, Grafton Counties 30 Exchange Street Berlin, NH 03570 1-800-552-4617					X	X	X				X
Voices Against Violence PO Box 53 Plymouth, NH 03264 (603) 536-3423	X										
West Central Behavioral Health Pine Place 2 Whipple Place, Ste. 202 Lebanon, NH 03766 (603) 448-0126									X		
WISE (Women's Information & Services) 79 Hanover Street, Ste. 1 Lebanon, NH 03766 (603) 448-5922	X										

APPENDIX C

Service Provider Matrix, 2005 Annual Report of the Emergency Shelter & Homeless Coordination Commission

Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/ RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
HILLSBOROUGH COUNTY											
Bridges P.O. Box 217 Nashua, NH 03061-0217 (603) 889-0858	X										
Child and Family Services of NH 99 Hanover Street PO Box 448 Manchester, NH 03105 (603) 668-1920				X		X					
Community Council of Nashua 7 Prospect Street Nashua, NH 03060 (603) 889-6147											X
Families in Transition, Inc. •Amherst Street •Spruce Street Apartments 122 Market Street Manchester, NH 03101 (603) 641-9441			X X								
Greater Nashua Council on Alcoholism •Keystone Hall Pine Street Extension Nashua, NH 03060 (603) 881-4848				X							
Harbor Homes 45 High Street Nashua, NH 03060 (603) 881-8436		X						X			

APPENDIX C
Service Provider Matrix, 2005 Annual Report of the Emergency Shelter & Homeless Coordination Commission

Providers And Addresses	Homeless Shelter Services				Homeless Prevention/ Intervention		Special Needs Programs				
	Domestic Violence	Emergency Shelter	Transitional Shelter	Specialty Shelter	HSGP/ RGP	Prevention/ Other	Outreach Intervention	Permanent Housing	Transitional Housing	Shelter + Care	PATH
Helping Hands Outreach Ministries, Inc. 50 Lowell Street PO Box 3551 Manchester, NH 03105-3551 (603) 623-8778			X								
Nashua Pastoral Care Center 7 Concord Street Nashua, NH 03064 (603) 886-2866			X		X	X					
Nashua Soup Kitchen and Shelter PO Box 3116 Nashua, NH 03061-3116 (603) 889-7770		X	X								
New Hampshire Legal Assistance 1361 Elm Street, Ste. 307 Manchester, NH 03101 (603) 668-2900 or 1-800-562-3174						X					
New Horizons for New Hampshire •Emergency Shelter •Angie's Shelter For Women 199 Manchester Street Manchester, NH 03103 (603) 668-1877		X X									
St. John Neumann 708 Milford Road 101-A Merrimack, NH 03054 (603) 424-5685						X					

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Southern New Hampshire Services, Inc. 40 Pine Street PO Box 5040 Manchester, NH 03108 (603) 668-8010						X					
The Mental Health Center of Greater Manchester •Gemini House 401 Cypress Street Manchester, NH 03103-3628 (603) 668-4111								X			X
The Way Home 214 Spruce Street Manchester, NH 03103 (603) 627-3491			X		X	X					
YWCA Crisis Service •Emily's Place 72 Concord Street Manchester, NH 03101 (603) 625-5785	X										
MERRIMACK COUNTY											
Community Action Program Belknap-Merrimack Counties, Inc. •New Start Program PO Box 1016 Concord, NH 03302-1016 (603) 225-3295					X	X X	X				

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Community Services Council of NH •Franklin Falls Farm •New Hampshire Helpline 1-800-852-3388 •Unite To Help (603) 225-9694 PO Box 2338 Concord, NH 03302-2338 (603) 225-9694 (603) 225-9000					X	X		X			
Families in Transition, Inc. •5 Market Lane, (TH) •9 Odd Fellows Road (PH) Concord, NH (603) 641-9441								X	X		
Merrimack County Rape and Domestic Violence Crisis Center PO Box 1344 Concord, NH 03302-1344 (603) 225-7376	X										
Merrimack Valley Assistance Program* PO Box 882 Concord, NH 03302-0882 (603) 226-0607						X					
*The Merrimack Valley Assistance Program is the only HOPWA program.											
New Hampshire Coalition Against Domestic And Sexual Violence PO Box 353 Concord, NH 03302 (603) 224-8893	X**										
**This is an umbrella organization for domestic violence shelters and services.											
New Hampshire Hospital 105 Pleasant Street Concord, NH 03301									X		

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(603) 271-5300 or 1-800-852-3345											
Riverbend Community Mental Health Services, Inc. PO Box 2032 Concord, NH 03302-2032 (603) 228-1551											X
The Friends Emergency Housing Program 30 Thompson Street Concord, NH 03301 (603) 228-1462		X									
The Salvation Army •McKenna House 100 S. Fruit Street Concord, NH 03301 (603) 225-5587		X									
ROCKINGHAM COUNTY											
AIDS Response to the Seacoast 1 Junkins Avenue Portsmouth, NH 03801 (603) 433-5377						X					
CLM Behavioral Health Systems •Beaver Lake Lodge Salem Professional Park 44 Stiles Road Salem, NH 03079 (603) 893-3548								X		X	
Cross Roads House, Inc. 600 Lafayette Road Portsmouth, NH 03801 (603) 436-2218		X	X								

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New Generation, Inc. 568 Portsmouth Avenue PO Box 676 Greenland, NH 03840 (603) 436-4989				X							
Rockingham Community Action, Inc. 7 Junkins Avenue Portsmouth, NH 03801 (603) 431-2911					X	X	X				
Seacoast Task Force On Family Violence •A Safe Place 6 Greenleaf Woods Unit 101 Portsmouth, NH 03801 (603) 436-4619	X										
Seacoast Mental Health Center •Springbrook 1145 Sagamore Avenue Portsmouth, NH 03801 (603) 431-6703								X			X
STRAFFORD COUNTY											
Community Partners (Formerly Behavioral Health & Developmental Services of Strafford County) •Tide View Estates •Rochester Family Housing 113 Crosby Road, Ste. 1 Dover, NH 03820 (603) 749-4015								X	X		

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My Friend's Place 368 Washington Street Dover, NH 03820 (603) 749-3017		X							X		
Strafford County Community Action Committee PO Box 160 Dover, NH 03821-0160 (603) 749-1334					X	X	X				
SULLIVAN COUNTY											
Friends of Veterans 222 Holiday Drive Ste. 5 White River Junction, VT 05001 (802) 296-8368						X					
Southwestern Community Services (including Overflow shelter) PO Box 1338 Claremont, NH 03743 (603) 542-9528		X X			X	X	X		X		
Women's Supportive Services 11 School Street Claremont, NH 03743 (603) 543-0155	X										
Worcester County (MA) Veteran Hospice Homestead, Inc. 69 High Street Fitchburg, MA 01420 (978) 353-0234						X					

Emergency Shelter and Homeless Coordination Commission

Harold Acres, Chair

6 Knowlton Road
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(603) 889-4806

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Member, NH Senate

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Member, NH House

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(603) 625-5617

The Honorable Susan W. Almy

Member, NH House

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